Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cymorth Llaw Ltd

Cymorth Llaw, Unit D1, Ffordd Y Parc Parc Menai, Bangor, LL57 4BN

01248679922

www.cymorthllaw.org

The inspection visits for this service took place between 04/02/2026 and 19/02/2026

Service Information:

Operated by:	Cymorth Llaw Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Cymorth Llaw provides care and support to people living in their own homes, across North Wales.

People experience excellent wellbeing outcomes because there are in receipt of high quality, person centred are. People are fully in control of the care they receive and are encouraged to be as independent as possible. Care staff are enthusiastic about helping people achieve their outcomes. Feedback from people is exceptionally positive.

Care and support are good. Care records are informative, accurate and up to date. Care records are created in collaboration with people and/or their representative. People are assured the service can meet their needs. People experience good health outcomes.

The leadership and management of the service is good. Leaders are experienced and supportive. Care is taken to recruit appropriate care staff who are well supported and encouraged to develop their professional skills. The provider is dedicated to delivering a high-quality service and has clear plans to continue to develop the service.

Findings:

Well-being — Excellent

People have a very strong voice about the care and support they receive, communicating what they need and what they want to achieve. The provider places significant emphasis on obtaining key information from individuals, their representatives and other health and social care practitioners. This results in a comprehensive and holistic overview of each persons care and support needs. The provider ensures people are encouraged and empowered to have control over their daily lives, which results in care staff delivering highly person-centred care in people's familiar home environment. People are treated with dignity and respect. The provider recognises the nature of the support being provided can positively impact outside of the individual, providing essential and highly valued support to those providing informal care, family, friends, and representatives. One person said they trust Cymorth Llaw "*Implicitly*," another said, "*I feel so lucky, life would be hell without them, they are totally reliable."* People told us they value the continuity of seeing the same care staff who know them well and they have built good relationships with. People told us care staff are, "*indispensable, so professional, immaculate, funny, a revelation*." Without exception, everyone we spoke with reported the positive impact support from Cymorth Llaw has had on their lives, many said they could not do without them and feel like they are part of the family.

People receive a service which supports their communication needs. The provider anticipates, identifies, and meets the Welsh language needs of people who use, or may use the service. With few exceptions, people experience excellent wellbeing because they can receive a service in the language of their choice. This is applied across all aspects of care delivery through Welsh speaking staff, bilingual documentation and care records being produced bilingually with the people they are about.

People are supported to continue to do the things they enjoy. The provider recognises the importance of social connections and the benefits of meaningful engagement, making sure people are asked about what they enjoy and what is important to them. Equal value is placed on this aspect in addition to physical care needs and care staff facilitate visits into the local community for shopping, café visits and to meet friends and family. One person told us, "*We didn't realise what care was until Cymorth Llaw came along."*

Care & Support — Good

People receive care and support which meets their identified needs and supports their overall wellbeing. Care records capture exactly what people would like to be supported with and is reflected in the daily care records completed by care staff once they have delivered support. People can be confident the service can meet their needs because they have their initial needs assessed by a member of the team who is experienced and qualified to complete a detailed assessment. Care records are completed in collaboration with people, their representatives, and other key professionals. These records are reviewed on a regular basis and are updated with any changes so information is current and accurate. People told us care staff are on time and never rush. People are asked about their preferences in relation to time of care calls, gender, and language preferences of care staff. Electronic call monitoring systems mean real time call monitoring can take place, overseen by experienced senior staff who know the logistics of the area and the needs of people being supported. People reported effective communication with the provider who is always contactable and has a contingency out of hours protocol in place.

People are supported to maintain a positive physical and mental wellbeing. Care staff know people very well and are proactive at sharing any concerns with people or their representatives and supporting with access to appropriate services. Where people have specific treatment plans in place, guidance from health professionals is recorded and delivered, meaning people continue to experience good outcomes in relation to their long-term health.

People are protected from abuse and neglect. All staff complete safeguarding training and have access to policies which support this learning. People are provided with information about who they can contact if they have a concern or need to make a complaint. Regular contact is made with people by the leadership team, to ensure they have opportunity to raise any concerns. Processes are in place for recording and reporting any incidents, accidents or safeguarding concerns. All members of the Cymorth Llaw team we spoke with are dedicated to keeping people safe and are proud of the high standard of care they deliver to people.

Leadership & Management — Good

People are supported by care staff who are safely recruited, well trained and appropriately supported. Recruitment processes are robust and the provider strives to recruit people with knowledge and experience. We found all the required pre-employment checks are carried out before a person begins working at the service. This includes disclosure and barring service checks (DBS) and obtaining appropriate references. These processes mean people can be assured they are supported by care staff who are safe and suitable to work with adults at risk. New staff are supported to complete a comprehensive induction process, overseen by the manager who works in alignment with the requirements of the All-Wales Induction Framework to ensure staff are confident and can obtain professional registration with Social Care Wales. Care staff complete training in a number of areas. Training needs are reviewed to make sure any changes to people's care and support needs are supported with the appropriate learning for care staff. Care staff have access to a fully equipped training room and on hand support from internal training staff. Care staff report being well supported and feel their wellbeing is looked after by the organisation. We saw good records of staff meetings, one to one supervisions and spot checks. The provider values their care staff and strives to provide them with the best pay and conditions they can. Care staff wellbeing is supported by trained mental health leaders, and robust policies and equipment helping keep staff safe when working out in the community.

People can be assured they are in receipt of a service which is carefully monitored for quality and compliance. The leadership team work effectively to ensure all elements of the organisation function in a way which leads to positive outcomes for the people they support. Leaders are knowledgeable, confident, and enthusiastic about what they do, and this approach is promoted throughout Cymorth Llaw. Regular visits to people supported are conducted by the responsible individual to gain their feedback and check they are happy with their provision. The quality-of-care review identifies what the service is doing well and any areas they would like to develop. The provider plans to develop this process further to capture and report the quality of their work through the views of the people being supported.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.